



# *Federation of Malaysia*

## **EDICT OF GOVERNMENT**

In order to promote public education and public safety, equal justice for all, a better informed citizenry, the rule of law, world trade and world peace, this legal document is hereby made available on a noncommercial basis, as it is the right of all humans to know and speak the laws that govern them.

MS 1900 (2005) (English): QUALITY MANAGEMENT  
SYSTEMS - REQUIREMENTS FROM ISLAMIC PERSPECTIVES



BLANK PAGE





# **MALAYSIAN STANDARD**

**MS 1900:2005**

## **QUALITY MANAGEMENT SYSTEMS - REQUIREMENTS FROM ISLAMIC PERSPECTIVES**

**ICS: 03.120.10**

Descriptors: quality management systems, requirements, Islamic perspectives

**© Copyright 2005**

**DEPARTMENT OF STANDARDS MALAYSIA**



## DEVELOPMENT OF MALAYSIAN STANDARDS

The **Department of Standards Malaysia (STANDARDS MALAYSIA)** is the national standards and accreditation body of Malaysia.

The main function of STANDARDS MALAYSIA is to foster and promote standards, standardisation and accreditation as a means of advancing the national economy, promoting industrial efficiency and development, benefiting the health and safety of the public, protecting the consumers, facilitating domestic and international trade and furthering international cooperation in relation to standards and standardisation.

Malaysian Standards (MS) are developed through consensus by committees which comprise balanced representation of producers, users, consumers and others with relevant interests, as may be appropriate to the subject at hand. To the greatest extent possible, Malaysian Standards are aligned to or are adoption of international standards. Approval of a standard as a Malaysian Standard is governed by the Standards of Malaysia Act 1996 [Act 549]. Malaysian Standards are reviewed periodically. The use of Malaysian Standards is voluntary except in so far as they are made mandatory by regulatory authorities by means of regulations, local by-laws or any other similar ways.

STANDARDS MALAYSIA has appointed **SIRIM Berhad** as the agent to develop, distribute and sell the Malaysian Standards.

For further information on Malaysian Standards, please contact:

**Department of Standards Malaysia**  
Ministry of Science, Technology and Innovation  
Level 1 & 2, Block 2300, Century Square  
Jalan Usahawan  
63000 Cyberjaya  
Selangor Darul Ehsan  
MALAYSIA

OR

**SIRIM Berhad**  
(Company No. 367474 - V)  
1, Persiaran Dato' Menteri  
Section 2  
40700 Shah Alam  
Selangor Darul Ehsan  
MALAYSIA

Tel: 60 3 8318 0002  
Fax: 60 3 8319 3131  
<http://www.standardsmalaysia.gov.my>

Tel: 60 3 5544 6000  
Fax: 60 3 5510 8095  
<http://www.sirim.my>

E-mail: [central@standardsmalaysia.gov.my](mailto:central@standardsmalaysia.gov.my)

E-mail: [msonline@sirim.my](mailto:msonline@sirim.my)

## CONTENTS

	Page
Committee representation.....	iii
Foreword.....	iv
0 Introduction.....	1
1 Scope.....	4
1.1 General.....	4
1.2 Application.....	4
2 Normative references.....	5
3 Definitions.....	5
4 Quality management system.....	7
4.1 General requirements.....	7
4.2 Documentation requirements.....	8
5 Management responsibility.....	10
5.1 Management commitment.....	10
5.2 Customer focus.....	11
5.3 Quality policy.....	11
5.4 Planning.....	12
5.5 Responsibility, authority and communication.....	13
5.6 Management review.....	14
6 Resource management.....	15
6.1 Provision of resources.....	15
6.2 Human resources.....	16
6.3 Infrastructure.....	16
6.4 Work environment.....	17
7 Product realisation.....	17
7.1 Planning of product realisation.....	17
7.2 Customer-related processes.....	18
7.3 Design and development.....	20
7.4 Purchasing.....	23
7.5 Production and service provision.....	24
7.6 Control of monitoring and measuring devices.....	27
8 Measurement, analysis and improvement.....	28
8.1 General.....	28
8.2 Monitoring and measurement.....	28
8.3 Control of nonconforming product.....	30
8.4 Analysis of data.....	31
8.5 Improvement.....	31

CONTENTS (continued)

	<b>Page</b>
Annexes	
A <i>Shariah</i> .....	34
B <i>Shariah</i> implementation framework for quality management system from Islamic perspectives.....	36
Bibliography.....	37

## Committee representation

The Industry Standards Committee on *Halal* Standards (ISC I) under whose authority this Malaysian Standard was developed, comprises representatives from the following organisations:

Department of Islamic Development Malaysia  
Department of Standards Malaysia  
Department of Veterinary Services  
Federation of Malaysian Manufacturers  
Institute of Islamic Understanding Malaysia  
Institute of Quality Malaysia  
Malaysian Agricultural Research and Development Institute  
Malaysian Association of Standards Users  
Ministry of Domestic Trade and Consumer Affairs  
Ministry of Health Malaysia (Food Safety and Quality Division)  
Ministry of Health Malaysia (National Pharmaceutical Control Bureau)  
Ministry of International Trade and Industry  
Muslim Consumers' Association of Malaysia

The Technical Committee on Management Systems from Islamic Perspectives which developed this Malaysian Standard consists of representatives from the following organisations:

Anti-Corruption Agency, Malaysia  
Department of Islamic Development Malaysia  
Institut Tadbiran Awam Negara (INTAN) Malaysia  
Institute of Islamic Understanding Malaysia  
International Islamic University Malaysia  
Islamic Banking and Finance Institute Malaysia  
Malaysian Administration and Management Planning Unit  
Malaysian Institute of Management  
Ministry of Education (Department of Islamic and Moral Education)  
Ministry of Health Malaysia (National Pharmaceutical Control Bureau)  
Muslim Consumers' Association of Malaysia  
National Productivity Corporation  
Research Institute of Standards in Islam  
SIRIM Berhad (Secretariat)  
SIRIM QAS International Sdn Bhd

**FOREWORD**

This Malaysian Standard was developed by the Technical Committee on Management Systems from Islamic Perspectives under the authority of the Industry Standards Committee on *Halal* Standards.

The requirements of MS ISO 9001:2000 (identical with ISO 9001:2000) are given in boxed text in this standard, followed by relevant requirements from the Islamic perspectives.

For the purposes of this Malaysian Standard, the references stated under NOTE of the original text of the MS ISO 9001:2000 for:

- a) 7.6 shall read as 'See ISO 10012 for guidance';
- b) 8.2.2 shall read as 'See ISO 19011 for guidance'; and
- c) references to International Standards stated in the boxed text under NOTE for 7.6 and 8.2.2 should be replaced by equivalent Malaysian Standards as follows:

Referenced International Standards

Corresponding Malaysian Standards

ISO 10012:2003, *Measurement management systems – Requirements for measurement processes and measuring equipment*

MS ISO 10012:2003, *Measurement management systems – Requirements for measurement processes and measuring equipment*

ISO 19011:2002, *Guidelines for quality and/or environmental management systems auditing*

MS ISO 19011:2003, *Guidelines for quality and/or environmental management systems auditing*

Compliance with a Malaysian Standard does not of itself confer immunity from legal obligations.



## QUALITY MANAGEMENT SYSTEMS – REQUIREMENTS FROM ISLAMIC PERSPECTIVES

### 0. Introduction

#### MS ISO 9001:2000, Quality management systems – Requirements

#### 0 Introduction

##### 0.1 General

The adoption of a quality management system should be a strategic decision of an organization. The design and implementation of an organization's quality management system is influenced by varying needs, particular objectives, the products provided, the processes employed and the size and structure of the organization. It is not the intent of this International Standard to imply uniformity in the structure of quality management systems or uniformity of documentation.

The quality management system requirements specified in this International Standard are complementary to requirements for products. Information marked "NOTE" is for guidance in understanding or clarifying the associated requirement.

This International Standard can be used by internal and external parties, including certification bodies, to assess the organization's ability to meet customer, regulatory and the organization's own requirements.

The quality management principles stated in ISO 9000 and ISO 9004 have been taken into consideration during the development of this International Standard.

##### 0.2 Process approach

This International Standard promotes the adoption of a process approach when developing, implementing and improving the effectiveness of a quality management system, to enhance customer satisfaction by meeting customer requirements.

For an organization to function effectively, it has to identify and manage numerous linked activities. An activity using resources, and managed in order to enable the transformation of inputs into outputs, can be considered as a process. Often the output from one process directly forms the input to the next.

The application of a system of processes within an organization, together with the identification and interactions of these processes, and their management, can be referred to as the "process approach".

An advantage of the process approach is the ongoing control that it provides over the linkage between the individual processes within the system of processes, as well as over their combination and interaction.

## MS 1900:2005

When used within a quality management system, such an approach emphasizes the importance of

- a) understanding and meeting requirements,
- b) the need to consider processes in terms of added value,
- c) obtaining results of process performance and effectiveness, and
- d) continual improvement of processes based on objective measurement.

The model of a process-based quality management system shown in Figure 1 illustrates the process linkages presented in clauses 4 to 8. This illustration shows that customers play a significant role in defining requirements as inputs. Monitoring of customer satisfaction requires the evaluation of information relating to customer perception as to whether the organization has met the customer requirements. The model shown in Figure 1 covers all the requirements of this International Standard, but does not show processes at a detailed level.

**NOTE** In addition, the methodology known as "Plan-Do-Check-Act" (PDCA) can be applied to all processes. PDCA can be briefly described as follows.

**Plan:** establish the objectives and processes necessary to deliver results in accordance with customer requirements and the organization's policies.

**Do:** implement the processes.

**Check:** monitor and measure processes and product against policies, objectives and requirements for the product and report the results.

**Act:** take actions to continually improve process performance.

### 0.3 Relationship with ISO 9004

The present editions of ISO 9001 and ISO 9004 have been developed as a consistent pair of quality management system standards which have been designed to complement each other, but can also be used independently. Although the two International Standards have different scopes, they have similar structures in order to assist their application as a consistent pair.

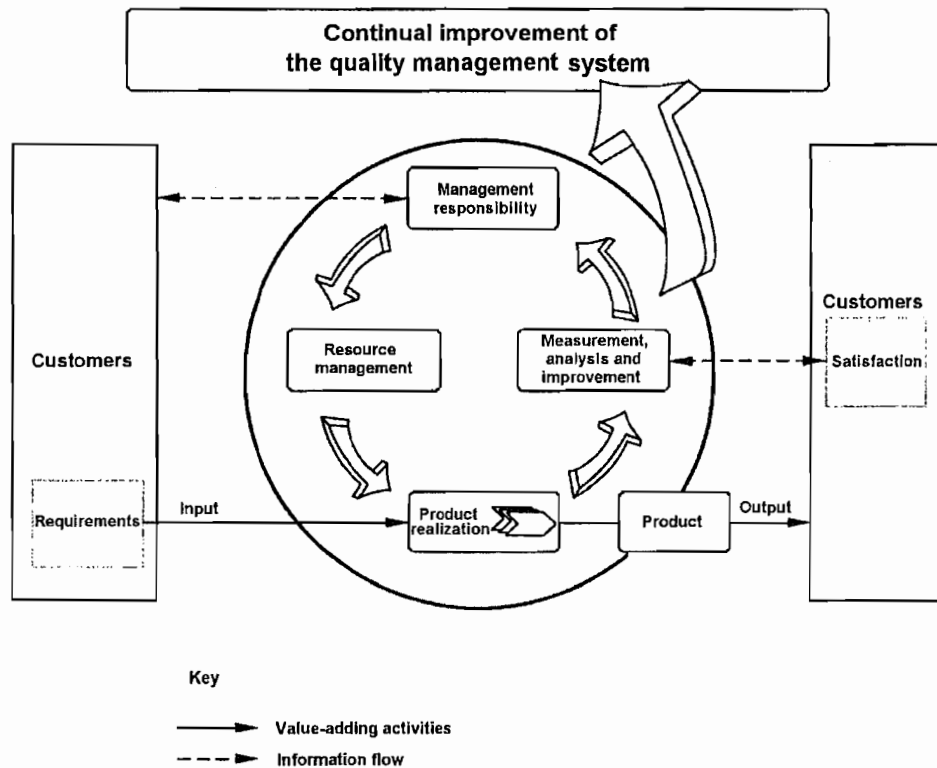
ISO 9001 specifies requirements for a quality management system that can be used for internal application by organizations, or for certification, or for contractual purposes. It focuses on the effectiveness of the quality management system in meeting customer requirements.

ISO 9004 gives guidance on a wider range of objectives of a quality management system than does ISO 9001, particularly for the continual improvement of an organization's overall performance and efficiency, as well as its effectiveness. ISO 9004 is recommended as a guide for organizations whose top management wishes to move beyond the requirements of ISO 9001, in pursuit of continual improvement of performance. However, it is not intended for certification or for contractual purposes.

#### 0.4 Compatibility with other management systems

This International Standard has been aligned with ISO 14001:1996 in order to enhance the compatibility of the two standards for the benefit of the user community.

This International Standard does not include requirements specific to other management systems, such as those particular to environmental management, occupational health and safety management, financial management or risk management. However, this International Standard enables an organization to align or integrate its own quality management system with related management system requirements. It is possible for an organization to adapt its existing management system(s) in order to establish a quality management system that complies with the requirements of this International Standard.



**Figure 1. Model of a process-based quality management system**

This Malaysian Standard is developed with the aim to ensure that organisations are managed in accordance to the principles and practice of the quality management system from Islamic perspectives. ISO 9001 is the internationally accepted standard on quality management systems. It however, does not address certain aspects of *Shariah* requirements which is a concern to Islamic practitioners and consumers. Therefore, in addition to the existing ISO 9001 *Shariah* requirements are being incorporated, where applicable.

## MS 1900:2005

The user of this standard should be able to meet the following expectations and benefits:

- a) to inculcate *Shariah* requirements into their quality management practice with the emphasis on value-based management. Islam promotes good universal values, which are readily acceptable to all people in the world;
- b) to enhance the level of effectiveness and efficiency. This standard requires the practice of universal good conducts at all levels of the organisation that could lead to the improvement in the level and quality of production of products; and
- c) to enhance level of *Shariah* compliance and confidence among Muslims and stakeholders.

To assist the user, the requirements of MS ISO 9001:2000 (identical with ISO 9001:2000) are given in boxed text in this standard, followed by relevant requirements from the Islamic perspectives.

### 1. Scope

#### **MS ISO 9001:2000, Quality management systems – Requirements**

#### **1 Scope**

##### **1.1 General**

This International Standard specifies requirements for a quality management system where an organization

- a) needs to demonstrate its ability to consistently provide product that meets customer and applicable regulatory requirements, and
- b) aims to enhance customer satisfaction through the effective application of the system, including processes for continual improvement of the system and the assurance of conformity to customer and applicable regulatory requirements.

NOTE In this International Standard, the term "product" applies only to the product intended for, or required by, a customer.

##### **1.2 Application**

All requirements of this International Standard are generic and are intended to be applicable to all organizations, regardless of type, size and product provided.

Where any requirement(s) of this International Standard cannot be applied due to the nature of an organization and its product, this can be considered for exclusion.

Where exclusions are made, claims of conformity to this International Standard are not acceptable unless these exclusions are limited to requirements within clause 7, and such exclusions do not affect the organization's ability, or responsibility, to provide product that meets customer and applicable regulatory requirements.

This Malaysian Standard, in conjunction with MS ISO 9001:2000, defines the quality management system requirements from the Islamic perspectives.

This standard does not in anyway to replace but to supplement the Islamic law promulgated under the Malaysian legal system.

This standard emphasises the implementation of quality management system from Islamic perspectives, therefore compliance to this standard does not necessarily imply compliance to *Shariah*-based product standards including MS 1500.

## 2. Normative references

The following normative references are indispensable for the application of this standard. For dated references, only the edition cited applies. For undated references, the latest edition of the normative references (including any amendments) applies.

MS ISO 9000, *Quality management systems – Fundamentals and vocabulary*

MS 1500, *Halal food – Production, preparation, handling and storage – General guidelines*

## 3. Definitions

### MS ISO 9001:2000, Quality management systems – Requirements

#### 3 Terms and definitions

For the purposes of this International Standard, the terms and definitions given in ISO 9000 apply.

The following terms, used in this edition of ISO 9001 to describe the supply chain, have been changed to reflect the vocabulary currently used:

supplier      →      organization      →      customer

The term "organization" replaces the term "supplier" used in ISO 9001:1994, and refers to the unit to which this International Standard applies. Also, the term "supplier" now replaces the term "subcontractor".

Throughout the text of this International Standard, wherever the term "product" occurs, it can also mean "service".

## **MS 1900:2005**

For the purposes of this standard, the terms and definitions given in the MS ISO 9000 and the following apply.

### **3.1 *Shariah***

The totality of Allah's commands that regulates the life of every Muslim in all aspects.

NOTE. Detailed description of *Shariah* is provided in Annex A.

### **3.2 *Shariah compliance***

Conformity to *Shariah*.

### **3.3 *Fiqh Council***

The body that is accountable to issue decree (*fatwa*) on Islamic matters.

### **3.4 *Shariah Advisory Committee***

The body that is accountable to review, advice and endorse the management of the organisation on *Shariah* matters. It is also the reference centre on Islamic management issues of an organisation.

### **3.5 *Shariah Compliance Unit and/or Officer***

#### **3.5.1 *Shariah Compliance Unit***

A unit comprising two or more *Shariah* qualified persons who are accountable to monitor and ensure *Shariah* is observed and continuously practised in the management of the organisation according to the *Shariah* Advisory Committee's advice.

#### **3.5.2 *Officer***

A *Shariah* qualified person who is accountable to monitor and ensure *Shariah* is observed and continuously practised in the management of the organisation according to the *Shariah* Advisory Committee's advice.

### **3.6 *Halal***

Things or actions which are permitted or lawful in Islam, otherwise it will be non-*Halal*.

### **3.7 *Al-Quran***

The very word of Allah revealed unto the Prophet Muhammad (saw) in Arabic. It contains the knowledge imparted by Allah (swt) and the guidance for men which is righteously at all times.

### **3.8 *Al-Hadith***

Prophetic tradition – A report about the Prophet Muhammad's (saw) saying, doing or reaction (approving or disapproving of it). The authenticity of report (*al-Hadith*) depends on the reliability of the narrator(s).



**3.9 Al-Sunnah**

Practices by the Prophet Muhammad (saw).

**3.10 Al-Ijma'**

The consensus of opinions of the companions of the Prophet Muhammad (saw) after his death and the agreement reached on the decisions taken by the learned jurists on various Islamic matters.

**3.11 Fatwa**

A decree or legal opinion given by the *Fiqh* Council.

**4. Quality management system**

**4.1 General requirements**

<p><b>MS ISO 9001:2000, Quality management systems – Requirements</b></p> <p><b>4 Quality management system</b></p> <p><b>4.1 General requirements</b></p> <p>The organization shall establish, document, implement and maintain a quality management system and continually improve its effectiveness in accordance with the requirements of this International Standard.</p> <p>The organization shall:</p> <ul style="list-style-type: none"><li>a) identify the processes needed for the quality management system and their application throughout the organization (see 1.2),</li><li>b) determine the sequence and interaction of these processes,</li><li>c) determine criteria and methods needed to ensure that both the operation and control of these processes are effective,</li><li>d) ensure the availability of resources and information necessary to support the operation and monitoring of these processes,</li><li>e) monitor, measure and analyze these processes, and</li><li>f) implement actions necessary to achieve planned results and continual improvement of these processes.</li></ul> <p>These processes shall be managed by the organization in accordance with the requirements of this International Standard.</p>
---

## MS 1900:2005

Where an organization chooses to outsource any process that affects product conformity with requirements, the organization shall ensure control over such processes. Control of such outsourced processes shall be identified within the quality management system.

NOTE Processes needed for the quality management system referred to above should include processes for management activities, provision of resources, product realization and measurement.

The organisation shall ensure that:

- a) the processes identified in 4.1 a);
- b) the criteria and methods identified in 4.1 c); and
- c) the procurement and financing of resources and information identified in 4.1 d)

are *Shariah* compliant.

In the event of outsourcing, the organisation shall ensure that the suppliers, sub-contractors and other interested parties involved comply with the *Shariah*.

### 4.2 Documentation requirements

#### 4.2.1 General

#### MS ISO 9001:2000, Quality management systems – Requirements

#### 4.2 Documentation requirements

##### 4.2.1 General

The quality management system documentation shall include

- a) documented statements of a quality policy and quality objectives,
- b) a quality manual,
- c) documented procedures required by this International Standard,
- d) documents needed by the organization to ensure the effective planning, operation and control of its processes, and
- e) records required by this International Standard (see 4.2.4).

NOTE 1 Where the term "documented procedure" appears within this International Standard, this means that the procedure is established, documented, implemented and maintained.

NOTE 2 The extent of the quality management system documentation can differ from one organization to another due to

- a) the size of organization and type of activities,
- b) the complexity of processes and their interactions, and

c) the competence of personnel.

NOTE 3 The documentation can be in any form or type of medium.

The quality management system documentation shall include records and documents as evidences of *Shariah* compliance.

#### 4.2.2 Quality manual

##### MS ISO 9001:2000, Quality management systems – Requirements

#### 4.2.2 Quality manual

The organization shall establish and maintain a quality manual that includes

- a) the scope of the quality management system, including details of and justification for any exclusions (see 1.2),
- b) the documented procedures established for the quality management system, or reference to them, and
- c) a description of the interaction between the processes of the quality management system.

In the process of developing the quality manual, the organisation shall identify the areas and document procedures that require *Shariah* compliance.

#### 4.2.3 Control of documents

##### MS ISO 9001:2000, Quality management systems - Requirements

#### 4.2.3 Control of documents

Documents required by the quality management system shall be controlled. Records are a special type of document and shall be controlled according to the requirements given in 4.2.4.

A documented procedure shall be established to define the controls needed

- a) to approve documents for adequacy prior to issue,
- b) to review and update as necessary and re-approve documents,
- c) to ensure that changes and the current revision status of documents are identified,
- d) to ensure that relevant versions of applicable documents are available at points of use,

## MS 1900:2005

- e) to ensure that documents remain legible and readily identifiable,
- f) to ensure that documents of external origin are identified and their distribution controlled, and
- g) to prevent the unintended use of obsolete documents, and to apply suitable identification to them if they are retained for any purpose.

With regard to [4.2.3 a)], the organisation shall ensure that the contents of all documents are sufficient to justify *Shariah* compliance. The organisation shall properly observe the placement and storage of documents which contain *Quranic* elements.

### 4.2.4 Control of records

#### MS ISO 9001:2000, Quality management systems - Requirements

##### 4.2.4 Control of records

Records shall be established and maintained to provide evidence of conformity to requirements and of the effective operation of the quality management system. Records shall remain legible, readily identifiable and retrievable. A documented procedure shall be established to define the controls needed for the identification, storage, protection, retrieval, retention time and disposition records.

## 5. Management responsibility

### 5.1 Management commitment

#### MS ISO 9001:2000, Quality management systems – Requirements

##### 5 Management responsibility

##### 5.1 Management commitment

Top management shall provide evidence of its commitment to the development and implementation of the quality management system and continually improving its effectiveness by

- a) communicating to the organization the importance of meeting customer as well as statutory and regulatory requirements,
- b) establishing the quality policy,
- c) ensuring that quality objectives are established,

- d) conducting management reviews, and
- e) ensuring the availability of resources.

Top management shall establish the *Shariah* Advisory Committee.

The organisation shall ensure that the quality objectives [5.1 c)] are *Shariah* compliant. The organisation shall be transparent to its stakeholders of all its activities.

NOTE. See Annex B for *Shariah* implementation framework.

## 5.2 Customer focus

### MS ISO 9001:2000, Quality management systems – Requirements

#### 5.2 Customer focus

Top management shall ensure that customer requirements are determined and are met with the aim of enhancing customer satisfaction (see 7.2.1 and 8.2.1).

The organisation shall ensure that the requirements of the customers are *Shariah* compliant.

## 5.3 Quality policy

### MS ISO 9001:2000, Quality management systems – Requirements

#### 5.3 Quality policy

Top management shall ensure that the quality policy

- a) is appropriate to the purpose of the organization,
- b) includes a commitment to comply with requirements and continually improve the effectiveness of the quality management system,
- c) provides a framework for establishing and reviewing quality objectives,
- d) is communicated and understood within the organization, and
- e) is reviewed for continuing suitability.

The organisation shall ensure that the quality policy is *Shariah* compliant. The review of the quality policy [5.3 e)] shall take into consideration new decree (*fatwa*) issued by the *Fiqh* Council.

## MS 1900:2005

### 5.4 Planning

#### 5.4.1 Quality objectives

##### MS ISO 9001:2000, Quality management systems – Requirements

#### 5.4 Planning

##### 5.4.1 Quality objectives

Top management shall ensure that quality objectives, including those needed to meet requirements for product [see 7.1 a)], are established at relevant functions and levels within the organization. The quality objectives shall be measurable and consistent with the quality policy.

The organisation which is involved in both *Halal* and non *Halal* activities shall establish a separate set of quality objectives for its *Halal* operation.

#### 5.4.2 Quality management system planning

##### MS ISO 9001:2000, Quality management systems – Requirements

#### 5.4.2 Quality management system planning

Top management shall ensure that

- a) the planning of the quality management system is carried out in order to meet the requirements given in 4.1, as well as the quality objectives, and
- b) the integrity of the quality management system is maintained when changes to the quality management system are planned and implemented.

The organisation shall take into consideration the *Shariah* requirements in the planning of its quality management system. This shall include the *Shariah* requirements in financial management, human resource management, procurement procedures, production and marketing.



**5.5 Responsibility, authority and communication**

**5.5.1 Responsibility and authority**

**MS ISO 9001:2000, Quality management systems – Requirements**

**5.5 Responsibility, authority and communication**

**5.5.1 Responsibility and authority**

Top management shall ensure that responsibilities and authorities are defined and communicated within the organization.

Top management shall ensure that responsibilities and authorities for *Shariah* compliance are defined and communicated within the organisation.

**5.5.2 Management representative**

**MS ISO 9001:2000, Quality management systems – Requirements**

**5.5.2 Management representative**

Top management shall appoint a member of management who, irrespective of other responsibilities, shall have responsibility and authority that includes

- a) ensuring that processes needed for the quality management system are established, implemented and maintained,
- b) reporting to top management on the performance of the quality management system and any need for improvement, and
- c) ensuring the promotion of awareness of customer requirements throughout the organization.

NOTE The responsibility of a management representative can include liaison with external parties on matters relating to the quality management system.

Top management shall appoint a *Shariah* Compliance Unit and/or an Officer who shall have responsibility and authority that includes:

- a) ensuring continuous conformity of *Shariah* requirements in all activities of the organisation; and
- b) reporting all *Shariah* noncompliances to the top management.

## **MS 1900:2005**

### **5.5.3 Internal communication**

#### **MS ISO 9001:2000, Quality management systems – Requirements**

##### **5.5.3 Internal communication**

Top management shall ensure that appropriate communication processes are established within the organization and that communication takes place regarding the effectiveness of the quality management system.

The organisation shall ensure every personnel working for and on behalf of the organisation is fully informed that the quality management system is *Shariah* compliant.

### **5.6 Management review**

#### **5.6.1 General**

#### **MS ISO 9001:2000, Quality management systems – Requirements**

##### **5.6 Management review**

###### **5.6.1 General**

Top management shall review the organization's quality management system, at planned intervals, to ensure its continuing suitability, adequacy and effectiveness. This review shall include assessing opportunities for improvement and the need for changes to the quality management system, including the quality policy and quality objectives.

Records from management reviews shall be maintained (see 4.2.4).

The organisation shall establish documented procedures to identify and address *Shariah* non-compliance from the reviews. The review of the quality policy [5.3 e)] shall also take into consideration new decree (*fatwa*) issued by the *Fiqh* Council.

The policy review committee shall include representative(s) from the *Shariah* Advisory Committee.

#### **5.6.2 Review input**

#### **MS ISO 9001:2000, Quality management systems – Requirements**

##### **5.6.2 Review input**

The input to management review shall include information on

- a) results of audits,
- b) customer feedback,

- c) process performance and product conformity,
- d) status of preventive and corrective actions,
- e) follow-up actions from previous management reviews,
- f) changes that could affect the quality management system, and
- g) recommendations for improvement.

### 5.6.3 Review output

#### MS ISO 9001:2000, Quality management systems – Requirements

##### 5.6.3 Review output

The output from the management review shall include any decisions and actions related to

- a) improvement of the effectiveness of the quality management system and its processes,
- b) improvement of product related to customer requirements, and
- c) resource needs.

## 6. Resource management

### 6.1 Provision of resources

#### MS ISO 9001:2000, Quality management systems – Requirements

##### 6 Resource management

##### 6.1 Provision of resources

The organization shall determine and provide the resources needed

- a) to implement and maintain the quality management system and continually improve its effectiveness, and
- b) to enhance customer satisfaction by meeting customer requirements.

The organisation shall ensure all resources are *Shariah* compliant in their characteristics as well as the procurement process.

## MS 1900:2005

With respect to financial resources, the organisation shall determine its commitment to *Shariah* compliant.

### 6.2 Human resources

#### MS ISO 9001:2000, Quality management systems – Requirements

#### 6.2 Human resources

##### 6.2.1 General

Personnel performing work affecting product quality shall be competent on the basis of appropriate education, training, skills and experience.

##### 6.2.2 Competence, awareness and training

The organization shall

- a) determine the necessary competence for personnel performing work affecting product quality,
- b) provide training or take other actions to satisfy these needs,
- c) evaluate the effectiveness of the actions taken,
- d) ensure that its personnel are aware of the relevance and importance of their activities and how they contribute to the achievement of the quality objectives, and
- e) maintain appropriate records of education, training, skills and experience (see 4.2.4).

The organisation shall ensure that all personnel working for and on behalf of the organisation shall be given sufficient training on *Halal* and non *Halal* aspects of processes, products and services.

The organisation shall ensure that only non Muslim personnel working for and on behalf of the organisation shall be deployed for the preparation, handling, processing and storing of non *Halal* products within the premises.

### 6.3 Infrastructure

#### MS ISO 9001:2000, Quality management systems – Requirements

#### 6.3 Infrastructure

The organization shall determine, provide and maintain the infrastructure needed to achieve conformity to product requirements. Infrastructure includes, as applicable

- a) buildings, workspace and associated utilities,

- b) process equipment (both hardware and software), and
- c) supporting services (such as transport or communication).

The organisation shall provide and maintain adequate and proper infrastructure such as separate prayer room (*Musolla*) and ablution facilities for Muslims to fulfill their compulsory religious obligations.

Eateries within the premise of the organisation shall provide *Halal* foods and beverages. Non *Halal* items shall be segregated accordingly to avoid any cross-contamination.

The organisation shall make the necessary provision for any changes, modifications and additions to the infrastructure so as to cater to any additional needs and requirements of *Shariah* for Muslims to fulfil their compulsory religious obligations.

#### 6.4 Work environment

##### MS ISO 9001:2000, Quality management systems – Requirements

#### 6.4 Work environment

The organization shall determine and manage the work environment needed to achieve conformity to product requirements.

The organisation shall provide a work environment which is non-discriminatory. In performing their work, employees shall not be made to compromise on their religious beliefs.

### 7. Product realisation

#### 7.1 Planning of product realisation

##### MS ISO 9001:2000, Quality management systems – Requirements

#### 7 Product realization

#### 7.1 Planning of product realization

The organization shall plan and develop the processes needed for product realization. Planning of product realization shall be consistent with the requirements of the other processes of the quality management system (see 4.1).

In planning product realization, the organization shall determine the following, as appropriate:

- a) quality objectives and requirements for the product,

## MS 1900:2005

- b) the need to establish processes, documents, and provide resources specific to the product,
- c) required verification, validation, monitoring, inspection and test activities specific to the product and the criteria for product acceptance, and
- d) records needed to provide evidence that the realization processes and resulting product meet requirements (see 4.2.4).

The output of this planning shall be in a form suitable for the organization's method of operations.

NOTE 1 A document specifying the processes of the quality management system (including the product realization processes) and the resources to be applied to a specific product, project or contract, can be referred to as a quality plan.

NOTE 2 The organization may also apply the requirements given in 7.3 to the development of product realization processes.

The organisation shall ensure quality objectives and requirements for products [7.1a)] such as product characteristics and production processes [7.1b)] are *Shariah* compliant.

The organisation shall ensure that the required verification, validation, monitoring, inspection and test activities specific to the product and the criteria for product acceptance [7.1 c)] are also *Shariah* compliant.

### 7.2 Customer-related processes

#### 7.2.1 Determination of requirements related to the product

#### MS ISO 9001:2000, Quality management systems – Requirements

#### 7.2 Customer-related processes

#### 7.2.1 Determination of requirements related to the product

The organization shall determine

- a) requirements specified by the customer, including the requirements for delivery and post-delivery activities,
- b) requirements not stated by the customer but necessary for specified or intended use, where known,
- c) statutory and regulatory requirements related to the product, and
- d) any additional requirements determined by the organization.

The organisation shall ensure all requirements related to the product as specified by the customer [7.2.1 a)] and not stated by the customer [7.2.1 b)] are *Shariah* compliant.



**7.2.2 Review of requirements related to the product**

**MS ISO 9001:2000, Quality management systems – Requirements**

**7.2.2 Review of requirements related to the product**

The organization shall review the requirements related to the product. This review shall be conducted prior to the organization's commitment to supply a product to the customer (e.g. submission of tenders, acceptance of contracts or orders, acceptance of changes to contracts or orders) and shall ensure that

- a) product requirements are defined,
- b) contract or order requirements differing from those previously expressed are resolved, and
- c) the organization has the ability to meet the defined requirements.

Records of the results of the review and actions arising from the review shall be maintained (see 4.2.4).

Where the customer provides no documented statement of requirement, the customer requirements shall be confirmed by the organization before acceptance.

Where product requirements are changed, the organization shall ensure that relevant documents are amended and that relevant personnel are made aware of the changed requirements.

NOTE In some situations, such as internet sales, a formal review is impractical for each order. Instead the review can cover relevant product information such as catalogues or advertising material.

In reviewing product requirements, the organisation shall define, identify and implement in accordance with *Shariah* to maintain and uphold the integrity of *Halal* products.

*Halal* activities, contracts or other requirements which are not compatible with *Shariah* shall be reviewed and rectified within the reasonable time frame.

**7.2.3 Customer communication**

**MS ISO 9001:2000, Quality management systems – Requirements**

**7.2.3 Customer communication**

The organization shall determine and implement effective arrangements for communicating with customers in relation to

- a) product information,

## MS 1900:2005

- b) enquiries, contracts or order handling, including amendments, and
- c) customer feedback, including customer complaints.

The organisation shall ensure that information of the product shall be true and valid and should be understood by customers. Inquiries, contracts and amendments shall be made transparent. Feedback shall be handled with the most appropriate, just and effective manner in order to satisfy customers.

The organisation shall ensure correct and true representation of information and not to mislead the customers.

### 7.3 Design and development

#### 7.3.1 Design and development planning

#### **MS ISO 9001:2000, Quality management systems – Requirements**

#### **7.3 Design and development**

#### **7.3.1 Design and development planning**

The organization shall plan and control the design and development of product.

During the design and development planning, the organization shall determine

- a) the design and development stages,
- b) the review, verification and validation that are appropriate to each design and development stage, and
- c) the responsibilities and authorities for design and development.

The organization shall manage the interfaces between different groups involved in design and development to ensure effective communication and clear assignment of responsibility.

Planning output shall be updated, as appropriate, as the design and development progresses.

The organisation shall establish documented guidelines and procedures to ensure that the design and development planning processes are *Shariah* compliant.

**7.3.2 Design and development inputs**

**MS SO 9001:2000, Quality management systems – Requirements**

**7.3.2 Design and development inputs**

Inputs relating to product requirements shall be determined and records maintained (see 4.2.4). These inputs shall include

- a) functional and performance requirements,
- b) applicable statutory and regulatory requirements,
- c) where applicable, information derived from previous similar designs, and
- d) other requirements essential for design and development.

These inputs shall be reviewed for adequacy. Requirements shall be complete, unambiguous and not in conflict with each other.

The organisation shall ensure that all the inputs relating to product development are *Shariah* compliant. The applicable statutory and regulatory requirements [7.3.2 b)] shall not contradict with *Shariah*.

**7.3.3 Design and development outputs**

**MS ISO 9001:2000, Quality management systems – Requirements**

**7.3.3 Design and development outputs**

The outputs of design and development shall be provided in a form that enables verification against the design and development input and shall be approved prior to release.

Design and development outputs shall

- a) meet the input requirements for design and development,
- b) provide appropriate information for purchasing, production and for service provision,
- c) contain or reference product acceptance criteria, and
- d) specify the characteristics of the product that are essential for its safe and proper use.

The organisation shall ensure the design and development outputs are *Shariah* compliant.

## MS 1900:2005

### 7.3.4 Design and development review

#### MS SO 9001:2000, Quality management systems – Requirements

##### 7.3.4 Design and development review

At suitable stages, systematic reviews of design and development shall be performed in accordance with planned arrangements (see 7.3.1)

- a) to evaluate the ability of the results of design and development to meet requirements, and
- b) to identify any problems and propose necessary actions.

Participants in such reviews shall include representatives of functions concerned with the design and development stage(s) being reviewed. Records of the results of the reviews and any necessary actions shall be maintained (see 4.2.4).

The organisation shall ensure that the requirements for 7.3.4 are *Shariah* compliant.

### 7.3.5 Design and development verification

#### MS ISO 9001:2000, Quality management systems – Requirements

##### 7.3.5 Design and development verification

Verification shall be performed in accordance with planned arrangements (see 7.3.1) to ensure that the design and development outputs have met the design and development input requirements. Records of the results of the verification and any necessary actions shall be maintained (see 4.2.4).

The organisation shall ensure the product design and development input and output are *Shariah* compliant.

### 7.3.6 Design and development validation

#### MS ISO 9001:200, Quality management systems – Requirements

##### 7.3.6 Design and development validation

Design and development validation shall be performed in accordance with planned arrangements (see 7.3.1) to ensure that the resulting product is capable of meeting the requirements for the specified application or intended use, where known. Wherever practicable, validation shall be completed prior to the delivery or implementation of the product. Records of the results of validation and any necessary actions shall be maintained (see 4.2.4).

The final validation of the design and development shall be *Shariah* compliant.

**7.3.7 Control of design and development changes**

**MS ISO 9001:2000, Quality management systems – Requirements**

**7.3.7 Control of design and development changes**

Design and development changes shall be identified and records maintained. The changes shall be reviewed, verified and validated, as appropriate, and approved before implementation. The review of design and development changes shall include evaluation of the effect of the changes on constituent parts and product already delivered.

Records of the results of the review of changes and any necessary actions shall be maintained (see 4.2.4).

**7.4 Purchasing**

**7.4.1 Purchasing process**

**MS ISO 9001:2000, Quality management systems – Requirements**

**7.4 Purchasing**

**7.4.1 Purchasing process**

The organization shall ensure that purchased product conforms to specified purchase requirements. The type and extent of control applied to the supplier and the purchased product shall be dependent upon the effect of the purchased product on subsequent product realization or the final product.

The organization shall evaluate and select suppliers based on their ability to supply product in accordance with the organization's requirements. Criteria for selection, evaluation and re-evaluation shall be established. Records of the results of evaluations and any necessary actions arising from the evaluation shall be maintained (see 4.2.4).

The organisation shall ensure that suppliers of all purchased products conform to *Shariah* compliance. The type and extent of control applied to the supplier and the purchased product shall be dependent on the ability to supply *Shariah* compliant product.

The organisation shall evaluate and select suppliers based on their ability to comply with *Shariah*. Criteria for selection, evaluation and re-evaluation shall be established to ensure purchased products conform to *Shariah*.

## MS 1900:2005

### 7.4.2 Purchasing information

#### MS ISO 9001:2000, Quality management systems – Requirements

##### 7.4.2 Purchasing information

Purchasing information shall describe the product to be purchased, including where appropriate

- a) requirements for approval of product, procedures, processes and equipment,
- b) requirements for qualification of personnel, and
- c) quality management system requirements.

The organization shall ensure the adequacy of specified purchase requirements prior to their communication to the supplier.

### 7.4.3 Verification of purchased product

#### MS ISO 9001:2000, Quality management systems – Requirements

##### 7.4.3 Verification of purchased product

The organization shall establish and implement the inspection or other activities necessary for ensuring that purchased product meets specified purchase requirements.

Where the organization or its customer intends to perform verification at the supplier's premises, the organization shall state the intended verification arrangements and method of product release in the purchasing information.

The organisation shall ensure verification of purchased product is *Shariah* compliant.

### 7.5 Production and service provision

#### 7.5.1 Control of production and service provision

#### MS ISO 9001:2000, Quality management systems – Requirements

##### 7.5 Production and service provision

##### 7.5.1 Control of production and service provision

The organization shall plan and carry out production and service provision under controlled conditions. Controlled conditions shall include, as applicable

- a) the availability of information that describes the characteristics of the product,



- b) the availability of work instructions, as necessary,
- c) the use of suitable equipment,
- d) the availability and use of monitoring and measuring devices,
- e) the implementation of monitoring and measurement, and
- f) the implementation of release, delivery and post-delivery activities.

The organisation shall ensure that all work instructions on the production and preparation of *Halal* products are well-documented and made available to the relevant employees.

The organisation shall ensure that dedicated equipment and assembly lines used [7.5.1 c)] in the production, preparation, handling and storage of non *Halal* products shall not be reused for the provision of *Halal* products as prescribed in MS 1500.

#### **7.5.2 Validation of processes for production and service provision**

##### **MS ISO 9001:2000, Quality management systems – Requirements**

#### **7.5.2 Validation of processes for production and service provision**

The organization shall validate any processes for production and service provision where the resulting output cannot be verified by subsequent monitoring or measurement. This includes any processes where deficiencies become apparent only after the product is in use or the service has been delivered.

Validation shall demonstrate the ability of these processes to achieve planned results.

The organization shall establish arrangements for these processes including, as applicable

- a) defined criteria for review and approval of the processes,
- b) approval of equipment and qualification of personnel,
- c) use of specific methods and procedures,
- d) requirements for records (see 4.2.4), and
- e) revalidation.

The organisation shall ensure that the validation of processes for production and service provision is carried out by its *Shariah* Compliance Unit/Officer.

## MS 1900:2005

### 7.5.3 Identification and traceability

#### MS ISO 9001:2000, Quality management systems – Requirements

##### 7.5.3 Identification and traceability

Where appropriate, the organization shall identify the product by suitable means throughout product realization.

The organization shall identify the product status with respect to monitoring and measurement requirements.

Where traceability is a requirement, the organization shall control and record the unique identification of the product (see 4.2.4).

NOTE In some industry sectors, configuration management is a means by which identification and traceability are maintained.

The organisation shall identify, control and remove any doubtful elements or non *Halal* contents in the production process or service provision. If the non *Halal* contents cannot be removed from the processes, the whole products shall be eliminated from the production system.

The organisation shall validate the processes for production and service provision to ensure *Shariah* compliance.

The organisation shall establish a procedure for identification and traceability to remedy the problem of *Shariah* noncompliance.

### 7.5.4 Customer property

#### MS ISO 9001:2000, Quality management systems – Requirements

##### 7.5.4 Customer property

The organization shall exercise care with customer property while it is under the organization's control or being used by the organization. The organization shall identify, verify, protect and safeguard customer property provided for use or incorporation into the product. If any customer property is lost, damaged or otherwise found to be unsuitable for use, this shall be reported to the customer and records maintained (see 4.2.4).

NOTE Customer property can include intellectual property.

The organisation shall ensure that all customer properties under its care and all usage related to the properties are *Shariah* compliant. The organisation shall develop appropriate and sufficient policies with regard to voluntary compensation in the events of damages and losses.

**7.5.5 Preservation of product**

**MS ISO 9001:2000, Quality management systems – Requirements**

**7.5.5 Preservation of product**

The organization shall preserve the conformity of product during internal processing and delivery to the intended destination. This preservation shall include identification, handling, packaging, storage and protection. Preservation shall also apply to the constituent parts of a product.

The organisation shall ensure preservation of product shall be *Shariah* compliant.

**7.6 Control of monitoring and measuring devices**

**MS ISO 9001:2000, Quality management systems – Requirements**

**7.6 Control of monitoring and measuring devices**

The organization shall determine the monitoring and measurement to be undertaken and the monitoring and measuring devices needed to provide evidence of conformity of product to determined requirements (see 7.2.1).

The organization shall establish processes to ensure that monitoring and measurement can be carried out and are carried out in a manner that is consistent with the monitoring and measurement requirements.

Where necessary to ensure valid results, measuring equipment shall

- a) be calibrated or verified at specified intervals, or prior to use, against measurement standards traceable to international or national measurement standards; where no such standards exist, the basis used for calibration or verification shall be recorded,
- b) be adjusted or re-adjusted as necessary,
- c) be identified to enable the calibration status to be determined,
- d) be safeguarded from adjustments that would invalidate the measurement result, and
- e) be protected from damage and deterioration during handling, maintenance and storage.

In addition, the organization shall assess and record the validity of the previous measuring results when the equipment is found not to conform to requirements. The organization shall take appropriate action on the equipment and any product affected. Records of the results of calibration and verification shall be maintained (see 4.2.4).

## MS 1900:2005

When used in the monitoring and measurement of specified requirements, the ability of computer software to satisfy the intended application shall be confirmed. This shall be undertaken prior to initial use and reconfirmed as necessary.

NOTE See ISO 10012-1 and ISO 10012-2 for guidance.

## 8. Measurement, analysis and improvement

### 8.1 General

#### MS ISO 9001:2000, Quality management systems – Requirements

### 8 Measurement, analysis and improvement

#### 8.1 General

The organization shall plan and implement the monitoring, measurement, analysis and improvement processes needed

- a) to demonstrate conformity of the product,
- b) to ensure conformity of the quality management system, and
- c) to continually improve the effectiveness of the quality management system.

This shall include determination of applicable methods, including statistical techniques, and the extent of their use.

The organisation shall ensure that the conformity of the product [8.1 a)] and the conformity of the quality management system [8.1b)] are *Shariah* compliant.

### 8.2 Monitoring and measurement

#### 8.2.1 Customer satisfaction

#### MS ISO 9001:2000, Quality management systems – Requirements

### 8.2 Monitoring and measurement

#### 8.2.1 Customer satisfaction

As one of the measurements of the performance of the quality management system, the organization shall monitor information relating to customer perception as to whether the organization has met customer requirements. The methods for obtaining and using this information shall be determined.

The organisation shall monitor the customer satisfaction towards *Shariah* compliance.

**8.2.2 Internal audit**

**MS ISO 9001:2000, Quality management systems – Requirements**

**8.2.2 Internal audit**

The organization shall conduct internal audits at planned intervals to determine whether the quality management system

- a) conforms to the planned arrangements (see 7.1), to the requirements of this International Standard and to the quality management system requirements established by the organization, and
- b) is effectively implemented and maintained.

An audit programme shall be planned, taking into consideration the status and importance of the processes and areas to be audited, as well as the results of previous audits. The audit criteria, scope, frequency and methods shall be defined. Selection of auditors and conduct of audits shall ensure objectivity and impartiality of the audit process. Auditors shall not audit their own work.

The responsibilities and requirements for planning and conducting audits, and for reporting results and maintaining records (see 4.2.4) shall be defined in a documented procedure.

The management responsible for the area being audited shall ensure that actions are taken without undue delay to eliminate detected nonconformities and their causes. Follow-up activities shall include the verification of the actions taken and the reporting of verification results (see 8.5.2).

NOTE See ISO 10011-1, ISO 10011-2 and ISO 10011-3 for guidance.

The organisation shall conduct internal audits on halal product and to ensure compliance to *Shariah*. This task shall be carried out by a competent auditor(s) and shall include representation from the *Shariah* Compliance Unit/Officer.

In the case of any noncompliance to *Shariah*, the organisation shall take immediate action to rectify it and report with undue delay to the top management.

**8.2.3 Monitoring and measurement of processes**

**MS ISO 9001:2000, Quality management systems – Requirements**

**8.2.3 Monitoring and measurement of processes**

The organization shall apply suitable methods for monitoring and, where applicable, measurement of the quality management system processes. These methods shall demonstrate the ability of the processes to achieve planned results. When planned results are not achieved, correction and corrective action shall be taken, as appropriate, to ensure conformity of the product.

## MS 1900:2005

### 8.2.4 Monitoring and measurement of product

#### MS ISO 9001:2000, Quality management systems – Requirements

##### 8.2.4 Monitoring and measurement of product

The organization shall monitor and measure the characteristics of the product to verify that product requirements have been met. This shall be carried out at appropriate stages of the product realization process in accordance with the planned arrangements (see 7.1).

Evidence of conformity with the acceptance criteria shall be maintained. Records shall indicate the person(s) authorizing release of product (see 4.2.4).

Product release and service delivery shall not proceed until the planned arrangements (see 7.1) have been satisfactorily completed, unless otherwise approved by a relevant authority and, where applicable, by the customer.

The organisation shall monitor the continuous compliance to *Shariah* of the process and product.

### 8.3 Control of nonconforming product

#### MS ISO 9001:2000, Quality management systems – Requirements

##### 8.3 Control of nonconforming product

The organization shall ensure that product which does not conform to product requirements is identified and controlled to prevent its unintended use or delivery. The controls and related responsibilities and authorities for dealing with nonconforming product shall be defined in a documented procedure.

The organization shall deal with nonconforming product by one or more of the following ways:

- a) by taking action to eliminate the detected nonconformity,
- b) by authorizing its use, release or acceptance under concession by a relevant authority and, where applicable, by the customer, and
- c) by taking action to preclude its original intended use or application.

Records of the nature of non-conformities and any subsequent actions taken, including concessions obtained, shall be maintained (see 4.2.4).

When nonconforming product is corrected it shall be subject to re-verification to demonstrate conformity to the requirements.

When nonconforming product is detected after delivery or use has started, the organization shall take action appropriate to the effects, or potential effects, of the nonconformity.

*Shariah* noncompliant product shall not be approved for next process or delivery. As for any noncompliant product which is erroneously delivered, the organisation shall take necessary steps to recall the product and to stop the consumption of a such affected product.

**8.4 Analysis of data**

<p><b>MS ISO 9001:2000, Quality management systems – Requirements</b></p> <p><b>8.4 Analysis of data</b></p> <p>The organization shall determine, collect and analyse appropriate data to demonstrate the suitability and effectiveness of the quality management system and to evaluate where continual improvement of the effectiveness of the quality management system can be made This shall include data generated as a result of monitoring and measurement and from other relevant sources.</p> <p>The analysis of data shall provide information relating to</p> <ul style="list-style-type: none"><li>a) customer satisfaction (see 8.2.1),</li><li>b) conformity to product requirements (see 7.2.1),</li><li>c) characteristics and trends of processes and products including opportunities for preventive action, and</li><li>d) suppliers.</li></ul>
---

The organisation shall collect and analyse appropriate data to demonstrate the *Shariah* compliance of the quality management system and to evaluate continual improvement of the effectiveness of the system.

The organisation shall also take into consideration the impacts of future changes in consumers' needs and expectations on *Shariah* compliant products. The organisation shall maintain the records pertaining to the suppliers, sub-contractors and other interested parties' continuous compliance to *Shariah*.

**8.5 Improvement**

**8.5.1 Continual improvement**

<p><b>MS ISO 9001:2000, Quality management systems – Requirements</b></p> <p><b>8.5 Improvement</b></p> <p><b>8.5.1 Continual improvement</b></p> <p>The organization shall continually improve the effectiveness of the quality management system through the use of the quality policy, quality objectives, audit results, analysis of data, corrective and preventive actions and management review.</p>
---

## MS 1900:2005

The organisation shall ensure that the process of continual improvement as well as corrective and preventive actions, uphold and not contrary to *Shariah*.

### 8.5.2 Corrective action

#### MS ISO 9001:2000, Quality management systems – Requirements

##### 8.5.2 Corrective action

The organization shall take action to eliminate the cause of nonconformities in, order to prevent recurrence. Corrective actions shall be appropriate to the effects of the nonconformities encountered.

A documented procedure shall be established to define requirements for

- a) reviewing nonconformities (including customer complaints),
- b) determining the causes of nonconformities,
- c) evaluating the need for action to ensure that nonconformities do not recur,
- d) determining and implementing action needed,
- e) records of the results of action taken (see 4.2.4), and
- f) reviewing corrective action taken.

The organisation shall ensure that *Shariah* noncompliances are corrected to prevent recurrence.

### 8.5.3 Preventive action

#### MS ISO 9001:2000, Quality management systems – Requirements

##### 8.5.3 Preventive action

The organization shall determine action to eliminate the causes of potential nonconformities in order to prevent their occurrence. Preventive actions shall be appropriate to the effects of the potential problems.

A documented procedure shall be established to define requirements for

- a) determining potential nonconformities and their causes,
- b) evaluating the need for action to prevent occurrence of nonconformities,
- c) determining and implementing action needed,



- d) records of results of action taken (see 4.2.4), and
- e) reviewing preventive action taken.

The organisation shall ensure that potential causes of *Shariah* noncompliance are identified and eliminated to prevent occurrence.

**Annex A**  
(informative)

***Shariah***

The word *Shariah* refers to the totality of Allah's commands that regulates the life of every Muslim in all aspects. As every Muslim is responsible for his actions, *Shariah* gives true perspective of his rights and duties. It is mainly concerned with the ideology and faith, social principles, law regarding man's relations with each other, the rules and conditions regarding the lawful and unlawful and other practical daily matters.

Primarily, the source of *Shariah* originates from *al-Quran*, which is the direct commandment of Allah. The second source is *al-Sunnah*. In addition to *al-Quran* and *al-Sunnah*, there is the provision or authority given to man in order to interpret and expand Divine commandment by means of consensus of opinion of *ulama* or analogical deductions. *Al-Ijma* and *al-Qiyas* which are asserted as the third and the fourth sources of the *Shariah* respectively derived from this provision.

One of the most important principles of the *Shariah* is that of *maslahah* or general welfare such as to secure the welfare of humanity physically, morally and spiritually in this world and hereafter. The principle is expressively singled out by *al-Quran* and it is with regard to the purpose of Prophethood of Muhammad (saw) as Allah (swt) says : "*We sent thee not, but as a mercy for all creatures*" (*al-Anbiya*: 107). In another verse, Allah (swt) says: "*O mankind! there hath come to you direction from your Lord and a healing for the (diseases) in your hearts and for those who believe, a guidance and a mercy.*" (*Yunus*: 57).

In tandem with these principles, the objectives of *Shariah* are prevalent on the benefits of the individual and that of the community. Simultaneously it facilitates improvement and perfection of human life.

As a matter of fact, there are five primary objectives of *Shariah* which are referred to as "*Maqasid As-Shariah*". These objectives are:

- a) **Preservation of the religion** e.g. in order to preserve the religion, Islam has legalised *jihad* and it may be an inward struggle (directed against evil in oneself) or an outward one (to fight injustice and to protect the innocent).
- b) **Preservation of life** e.g. to preserve life, Islam prohibits causing harm to oneself and encourages Muslim to be keen to do whatever is beneficial to his health and to take all preventive measures for example, to guard against illness.
- c) **Preservation of intellect** e.g. in order to ensure the intellectual well being of the mankind and advancement of civilisation, Islam encourages pursuit of knowledge and gives high priority to education.

\* The word *qiyas* means "comparing with or judging by comparing with a thing". It is a process of deduction by which the laws of a text. *Qiyas* is actually analogy from *al-Quran*, *al-Sunnah* and *al-Ijma*'. It can be carried out only in a *Shariah* governed state when a solution to problem cannot be found through *al-Quran*, *al-Sunnah* and *al-Ijma*'.

- d) **Preservation of progeny** e.g. Islam protects man's honour and prevents lineage confusion by encouraging marriage and advocating family institution. This is to ensure procreation of generation within the *Shariah* boundary and at the same time prohibits adultery or illicit sex (*zina*), considering them as one of the most grievous crimes.
- e) **Preservation of property** e.g. to enable Muslims to earn a living, Islam encourages work especially trading activities and prohibits stealing, deception, gambling, bribery and all illicit gains as they pose a threat to the protection of the public and private property.

These five objectives pursued by *Shariah* can be observed through the *ahkaam* (rulings) upon which *fiqh* (*Islamic Jurisprudence*) revolve around. The rulings are categorised as follows:

- a) *Wajib* (obligatory) – an obligatory action is the one that shall be performed.
- b) *Mustahab* (recommended) – a recommended action is the one that should be performed.
- c) *Mubah* (permissible) – a permissible action is the one that is neither encouraged nor discouraged.
- d) *Makruh* (disliked) – a disliked action is something which is abominable and should be avoided but not in strictly prohibitory terms.
- e) *Haram* (unlawful) – an unlawful action is the one that shall not be performed and is strictly prohibited.

The distinctions between these five categories are in whether the deeds are rewarded or not rewarded; punished or not punished.

- i) Adherence to the obligatory deed is rewarded; but that of the disliked is not punished.
- ii) Non adherence to the obligatory deed is punished, but the unlawful and disliked is rewarded.
- iii) The adherence and non-adherence to the permissible is neither rewarded nor punished.
- iv) The adherence to the recommended deed is rewarded; but non-adherence is not punished.

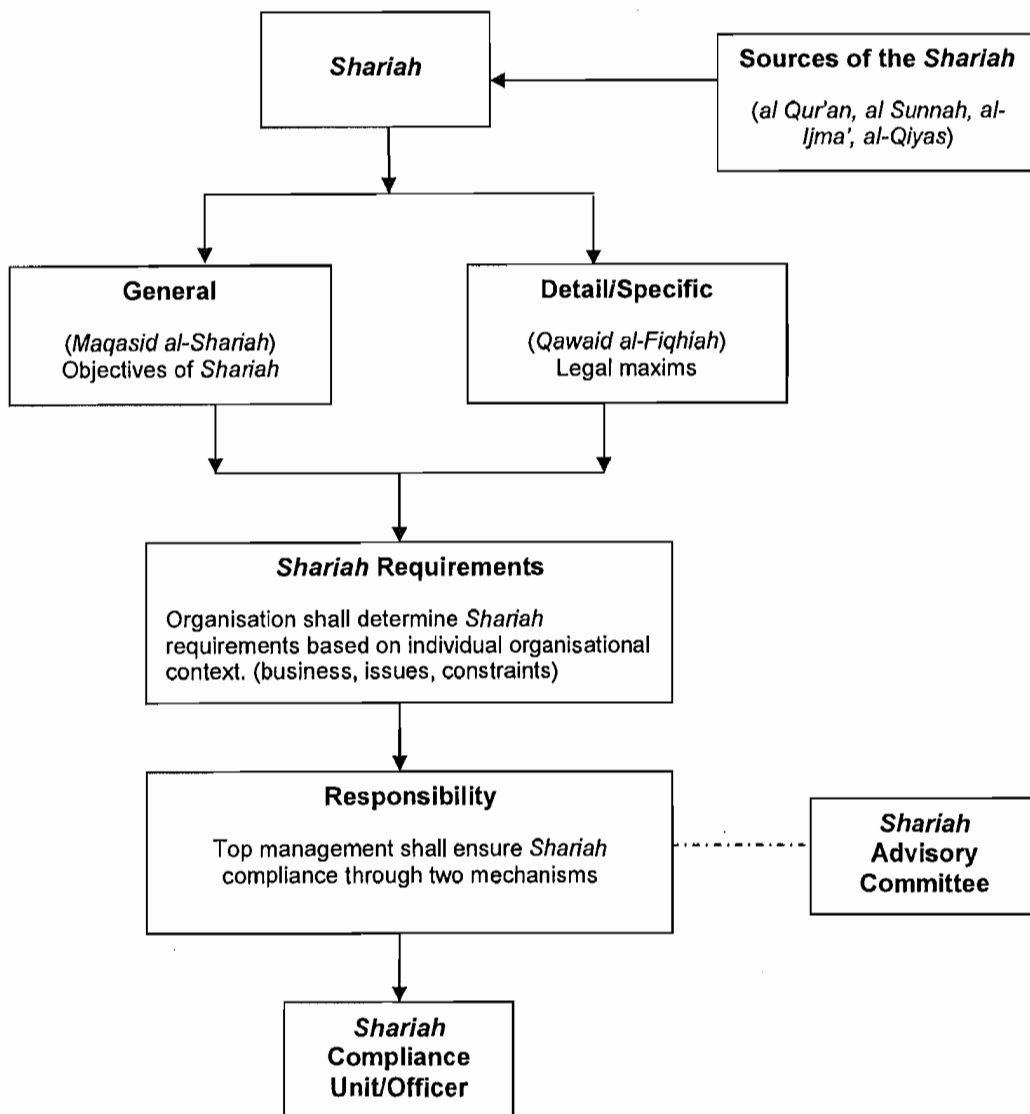
For better understanding of the *fiqh*, there is the need and the necessity of knowing *usul al-fiqh* (methodology of *fiqh*) and *al-qawaid al-fiqhiyyah* (Islamic legal maxims).

\*\* *Usul al-fiqh* is concerned with the methodology of legal reasoning and the rules of interpretation, the meaning and implication of commands and prohibitions, and so forth.

\*\*\* It is a theoretical abstraction – usually in the form of short statement that is expressive of the objectives and goals of the *Shariah*. The science of legal maxims is different from the science of usual *al-fiqh* in that the maxims are based on the *fiqh* itself. A maxim is defined as "a general rule which applies to all of its related particulars". A legal maxim is reflective of a consolidated reading of the *fiqh* (Mohammad Hashim Kamali, *Qawa'id Al-Fiqh; the Legal Maxims of Islamic Law – The Association of Muslim lawyers.*)

**Annex B**  
(informative)

**Shariah implementation framework  
for quality management system from Islamic perspectives**



## Bibliography

- ISO 10005:2005, *Quality management — Guidelines for quality plans*
- ISO 10006:2003, *Quality management — Guidelines to quality in project management*
- ISO 10007:2003, *Quality management — Guidelines for configuration management*
- MS ISO 9004:2000, *Quality management systems — Guidelines for performance improvements*
- MS ISO 10015:2002, *Quality management — Guidelines for training*
- MS ISO 14001:2004, *Environmental management systems — Requirements with guidance for use*
- ISO/TR 10013:2001, *Guidelines for developing quality manuals*
- ISO/TR 10014:1998, *Guidelines for managing the economics of quality*
- ISO/TR 10017:2003, *Guidance on statistical techniques for ISO 9001:2000*
- Abdullah Yusuf 'Ali, *The Holy Quran Text and Translation*, Islamic Book Trust, Kuala Lumpur 1994
- Abdul Rahman I. Doi, *Non-Muslim under Shari'ah*, A.S. Noordeen, Kuala Lumpur 1990
- Abuhuraira Abdurrahman, *Islam in Practice*, Percetakan Zafar Sdn Bhd, J. Bahru 1999
- Aidit Ghazali, *Industrialization from an Islamic Perspectives*, Institute of Islamic Understanding Malaysia 1994
- Feisal Abdul Rauf, *Islam a Sacred Law - What Every Muslim Should Know About Shariah*, Yayasan Dakwah Islamiah Malaysia 2002
- Kod Etika Perniagaan Islam*. Ministry of Domestic Trade and Consumer Affairs, Malaysia (u.d.)
- Mahmoud, I. S. *A Dictionary of Islamic Words and Expression*. Translation Unit of Al-Jum'ah Magazine 2001
- Mohammad Hashim Kamali, *Al-Maqasid al-Shariah: The Objectives of Islamic Law*  
<http://www.aml.org.uk/journal/index.htm> (Retrieved on 24 May 2005)
- Mohammad Hashim Kamali, *Principles of Islamic Jurisprudence*, Pelanduk Publication, Petaling Jaya 1989
- Mokhtar Abdullah, Nooreha Husain, Nik Mustapha Nik Hassan and Mazlan Musa. *Value-based Total performance Excellence Model-baseline Assessment Criteria Guidelines for Organisation*, Institute of Islamic Understanding Malaysia (IKIM) 2003

## **MS 1900:2005**

Muhammad Mumtaz Ali, *The Concept of Islamic Ummah and Shariah – Contemporary Methodological Issues*, Pelanduk Publication, Kuala Lumpur 1992

Nicolas P. Aghnides, *An Introduction to Mohammedan Law and a Bibliography*, Sang-E-Meel Publications, Lahore 1981

Nik Mustapha Hj. Nik Hassan, Shaikh Mohd Saifuddeen Shaikh Mohd Salleh *Corporate Governance from the Islamic Perspectives*, Institute of Islamic Understanding Malaysia (IKIM) 2002

ISO 9000 + ISO 14000 News (a bimonthly publication which provides comprehensive coverage of international developments relating to ISO's management system standards, including news of their implementation by diverse organisations around the world)

## Acknowledgements

### Technical Committee on Management Systems from Islamic Perspectives members:

Tuan Haji Nik Mustapha Nik Hassan (Chairman)	Institute of Islamic Understanding Malaysia
Puan Siti Shapura Mashood (Secretary)	SIRIM Berhad
SAC I Sutinah Sutan	Anti-Corruption Agency, Malaysia
Puan Aishah Abdul Majid/	Department of Islamic Development Malaysia
Puan Sapiah Ali	Institut Tadbiran Awam Negara (INTAN) Malaysia
Tuan Haji Azmi Che Mat/	
Tuan Haji Mohd Ali Saripan Al-Hafiz/	
Encik Md Ali Sarbini	Institute of Islamic Understanding Malaysia
Encik Mazilan Musa/	
Encik Muhammad Hisyam Mohamad/	
Encik Mohd Shahriza Sulaiman	International Islamic University Malaysia
Assoc Prof Dr Khaliq Ahmad/	
Encik Yusof Ismail/	
Dr Mohd Radzi Haji Che Daud	
Encik Najib Salleh	Islamic Banking and Finance Institute Malaysia
Encik Mohd Shahabuddin Omar	Malaysian Administration and Management Planning Unit Malaysian Institute of Management Ministry of Education (Department of Islamic and Moral Education) Ministry of Health Malaysia (National Pharmaceutical Control Bureau) Muslim Consumers' Association of Malaysia
Encik Lim Yew Meng	
Encik Abd Jalil Ahmad/	
Encik Ramzan Muhamad	
Puan Faridah Abd Malek/	
Puan Mazli Muhamad	
Y Bhg Dato' Nadzim Johan/	
Encik Mohd Razali Hashim/	
Encik Zulkefli Mohamad/	
Dr Rosli Rahim/	
Encik Md Hasan Hashim	
Encik Mohd Razali Hussain	National Productivity Corporation Research Institute of Standards in Islam
Encik Idzuddin Hashim	SIRIM Berhad
Puan Maziah Mukhtar	SIRIM QAS International Sdn Bhd
Tuan Haji Abdul Aziz Long	

### Drafting Committee on Management Systems from Islamic Perspectives members:

Tuan Haji Nik Mustapha Nik Hassan (Chairman)	Institute of Islamic Understanding Malaysia
Puan Siti Shapura Mashood (Secretary)	SIRIM Berhad
Encik Mazilan Musa	Institute of Islamic Understanding Malaysia
Assoc Prof Dr Khaliq Ahmad/	International Islamic University Malaysia
Dr Mohd Radzi Haji Che Daud	
Puan Maziah Mukhtar	SIRIM Berhad
Tuan Haji Abdul Aziz Long	SIRIM QAS International Sdn Bhd